



GSA, Office of the Regional Administrator  
Heartland Region, Kansas City

Colonel Anthony J. Hofmann  
Department of the Army  
Kansas City, District, Corps of Engineers  
635 Federal Building  
601 E. 12<sup>th</sup> St.  
Kansas City, MO 64106

Dear COL Hofmann,

I am writing you in response to your letter concerning the glass doors at the Richard Bolling Federal Office Building, dated May 6, 2013. As a matter of addressing your concerns, our team has reviewed and analyzed your questions in the context of a recent report issued by GSA's architectural and engineering design firm, Helix.

With respect to your first question concerning whether GSA has a plan to conduct a study of these doors (as to why the doors are unstable and shattering), GSA does have such a plan. Such ongoing study is a collaborative effort among JE Dunn, GSA's the construction contractor; Insulite, the tempered glass manufacturer; and Helix the architectural and engineering design firm. The study involves Insulite's April, 2013 review of each of the 172 doors about the building. To date, Insulite has identified roughly 120 issues. The study also involves destructive testing that has taken place in Insulite's factory. Additional destructive field testing of an existing door within the Richard Bolling Federal Office Building is planned within the next three weeks. Generally, the study is identifying edge damage and loose hardware to be the primary issue.

With respect to your second question concerning the steps GSA is taking to either reinforce or replace these doors, such steps are indeed underway. GSA has directed JE Dunn to address the issues identified during Insulite's April, 2013 review, as well as additional findings as the case may be. JE Dunn and Insulite will replace doors damaged beyond repair, as well as the two doors that recently failed on Floors 5 and 14. JE Dunn and Insulite will replace other doors that exhibit the above-described damage. Repair involves both adjusting and replacing hardware; with repair being on a case by case basis, expanded when necessary to assure any previously undiscovered

issue is also addressed. Repair will also involve the installation of new metal edging at latch and pivot edges of glass to better absorb any impacts, and installation of door stops at floor and ceiling to supplement the capacity of door closers and hold-open devices and limit excessive door travel.

Additionally, GSA will implement training and ensure Insulite works with the building maintenance and operations staffs to better, and more proactively, identify maintenance issues and damage. GSA will implement a quarterly inspection of doors by GSA's maintenance and operations staffs, a yearly review by Insulite or another equally qualified firm, and perform actual maintenance of doors using only qualified glazing professionals.

Finally, as above-inferred, GSA will also implement a communications plan to inform all building occupants about the importance of reporting any questionable maintenance or operational issues regarding the doors; and to reinforce the need for agencies to rely solely on qualified glazing contractors to do any work on doors, and to not allow security or agency contractors to tamper with the doors.

In conclusion, GSA is most certainly as concerned as you, and is committed to maintaining a safe facility for our tenant agencies, including loyal occupants like the Corps of Engineers, to work in. If you have any questions or concerns please contact me at (816) 926-7201.

Sincerely,

Jason Klumb